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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

Date Submitted:

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Complete if Known

Application Number	09/816,358
Filing Date	March 23, 2001
First Named Inventor	George H. HOFFMAN et al.
Group Art Unit	3627
Examiner Name	Florian M. Zeender
Attorney Docket Number	062834/0159

Sheet 1 of 3

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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(use as many sheets as necessary)			Examiner Name	Florian M. Zeender	
			Attorney Docket Number	062834/0159	
Sheet	2	of	3		

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		Office <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
PC		Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 422-519	
		Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 592-601	
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